



Administrative Office of the Courts

Operations Division

**Questions/Responses No. 7 to the
Request for Proposals (RFP) K19-0006-29
ServiceNow Support Resources**

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

19. Question: What is the percentage of remote work allowed on this position?

Response: Telework is not an option for any of these positions.

20. Question: Can a resource do 3 days telecommute and 2 days onsite work?

Response: No, the resources will be expected to work onsite.

21. Question: Can you name the top seven skills you believe the resource must have?

Response: No skill is deemed more important than another. Offerors are advised to find the best fit based on the RFP requirements.

Issued by: Khrystine Bunche
Procurement Officer
May 17, 2018